

Late Submission and Extenuating Circumstances Procedure

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This Procedure is available in accessible formats on request from the Student Engagement team. Please contact: extenuating-circumstances@lsbu.ac.uk

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Student Late Submission and Extenuating Circumstances Procedure

1. Purpose

- 1.1. This document details the procedures, associated definitions, possible mitigations and outcomes around the Late Submissions and Extenuating Circumstances processes.

2. Scope – who is covered by this procedure?

- 2.1. All students are expected to adhere to assessment deadlines throughout their course.
- 2.2. Academic staff within schools design their assessments in line with the undergraduate or postgraduate curriculum framework. They are designed to ensure that course learning outcomes can be demonstrated and that students can learn from and improve their assessment performance as they progress through the course. Deadlines are set with this in mind but also enable the University to deliver timely feedback for assessments and ensures fairness to all students.
- 2.3. The Late Submission and Extenuating Circumstances Procedure applies to every student enrolled and registered with the University, including students on programmes delivered in partnership with other providers, unless otherwise stated in the relevant student handbook or course guide.

3. Who is responsible for this procedure?

- 3.1. The Pro Vice Chancellor Education and Student Experience (the “PVC Education and Student Experience”) has overall responsibility for the procedure but has delegated day-to-day responsibility for overseeing its implementation to the Head of Student Administration and the Student Engagement Team as detailed in this procedure document.
- 3.2. All relevant members of staff have been made aware of the procedure and have received appropriate training.
- 3.3. This procedure will be reviewed from time to time (and at least every two years) by the Quality and Standards Committee and the University Solicitor to ensure that its provisions continue to meet our legal obligations and reflect best practice.

4. What is Late Submission?

- 4.1. A Late Submission is any assessment submitted after the deadline published in Moodle and the Student Record System (SRS).

- 4.2. Where students are experiencing unexpected challenges, difficult circumstances or unforeseeable issues, they are able to submit (some) coursework assignments up to 5 working days after the published deadline date and time with no penalty applied. Any submission after the deadline but within 5 days will be recorded as a Late Submission on Moodle and on the student record.
- 4.3. Students will not be able to submit past the 5 days (original deadline date plus 5 working days) and anything that is submitted will be considered as a non-submission ("N/S") and receive a mark of zero ("0") for the coursework assignment.
- 4.4. Late Submissions will be monitored and where a student has made repeated Late Submissions in the same academic year they may be referred to relevant teams and services within the institution for support, guidance and further discussions.
- 4.5. Late Submission only applies to coursework assessments, and not to **timetabled written exams, lab-based exams, In Class Test presentations, VIVAs, OSCEs and some group based work.**
 - 4.5.1. Where a Late Submission is not possible this will be noted in the assessment brief on Moodle.

5. What are Extenuating Circumstances?

- 5.1. Extenuating Circumstances are defined as circumstances outside a students' control that are **serious, significant** and/or **unexpected** affecting their ability to study, take part or submit assessments. These exceptional circumstances may also have a negative impact on their performance in completing an assessment, coursework, exam or other academic activities required during a student's chosen course of study or mean that they were unable to attend.
- 5.2. Students can submit an Extenuating Circumstances claim for all types of assessments. Claims can be made prior to the date of an exam or deadline for an assessment (please see section 7 and section 10), on the day of the exam/assessment deadline or as soon as possible after the event.
- 5.3. The aim of the Extenuating Circumstances process is to ensure that students who have established extenuating circumstances are not unfairly disadvantaged but also not advantaged over other students.
- 5.4. Extenuating circumstances may include but are not limited to:
 - 5.4.1. serious personal physical or mental illness;
 - 5.4.2. a change/exacerbation in an existing health condition at the time of an assessment;
 - 5.4.3. death or serious illness of a family member or other person with whom a student had a close relationship;

- 5.4.4. significant personal or family crises leading to acute stress;
- 5.4.5. witnessing or experiencing a traumatic incident;
- 5.4.6. a crime which has had a substantial impact on the student;
- 5.4.7. an emergency or crisis that prevents the student from attending an exam or accessing an online assessment;
- 5.4.8. exceptional and/or unforeseen employment commitments (reviewed on a case by case basis).

5.5. Students may not claim extenuating circumstances on the grounds they:

- 5.5.1. consider marks given to be too low;
- 5.5.2. did not understand or were unaware of the course regulations;
- 5.5.3. misread or missed the published exam timetable;
- 5.5.4. lost work or unable to submit because of a technical or other failure (e.g. computer failure):
- 5.5.5. where there is wholesale systemic failure of a University platform, these issues will be mitigated against as appropriate, but not through the Extenuating Circumstances procedure;
- 5.5.6. failed to meet the requirements of the UK Visa and Immigration regulations;
- 5.5.7. did not check their University email account regularly for new messages;
- 5.5.8. have regular employment commitments;
- 5.5.9. have holidays, house moves or other events that were planned or could reasonably have been expected;
- 5.5.10. have a minor illness such as common colds or hay fever, unless the symptoms are particularly severe;
- 5.5.11. have minor transport disruptions;
- 5.5.12. have uploaded incorrect documents as their submission or missed a deadline due to technical issues.

5.6. If students have a long-term medical condition or disability, the University provides support through the Disability and Dyslexia Support Team. The Extenuating Circumstances process is not intended to replace or to be applied for in lieu of the support provided by that team. Extenuating Circumstances claims will not therefore normally be considered for circumstances based on such a condition/disability, unless the effects of the condition/disability have changed/exacerbated and there is a good reason why a student has not been able to access additional appropriate support ahead of the deadline.

5.7. Claims for extenuating circumstances must be made in good faith. All claims submitted must be evidenced and a request for further information will be made to claims without supporting documentation before a decision can be made.

5.8. If it is discovered that students have misused the Extenuating Circumstances Procedure, for example providing false or misleading evidence or otherwise claimed extenuating circumstances when they were not entitled to, an Extenuating Circumstances claim may be rejected or cancelled by the University. In addition, students may be subject to disciplinary action under the Student Disciplinary Procedure and/or, where appropriate, under the

Academic Misconduct Procedure, for example, if the University believes that by submitting false or misleading evidence, a student gained an improper advantage.

6. Making an Extenuating Circumstances claim

- 6.1. Extenuating Circumstances claims must be submitted as soon as students are aware of the extenuating circumstances (but no more than 28 days in advance as per section 10.3) and, in any event, before the publication of results. Please see section 7 and section 10 for general provisions about time limits.
- 6.2. Where a student attempts an exam or submits coursework, they will be deemed to have made the decision that they were “fit to sit” and any mark achieved will stand. However, if during the exam or coursework they believe that their performance was impaired then they could submit a request for an Extenuating Circumstance (with evidence) and this would be considered by the Extenuating Circumstance decision making team and where supported the chair of the Exam Board. This claim for extenuating circumstances would need to be submitted prior to the release of results.
- 6.3. Students should submit their claim for extenuating circumstances by completing the electronic Extenuating Circumstances Notification Form on [myLSBU](https://my.lsbu.ac.uk/) (<https://my.lsbu.ac.uk/>).
- 6.4. The claim on MyAccount will be shown on the student’s dashboard and when approved will be recorded as “supported” and where not approved will be recorded as “rejected”. Please see Section 7.4 for further reasons.
- 6.5. In the exceptional cases where students are unable to access this form online, a manual version of the form can be completed (see Appendix B) and emailed to extenuating-circumstances@lsbu.ac.uk
- 6.6. If an extenuating circumstance persists and continues to affect future assessments, students will be expected to make a new claim for each affected assessment. Where such circumstances persist over a sustained period, students may be referred to other University services for support, as appropriate.
- 6.7. For an Extenuating Circumstances claim to be successful it will normally be based on evidence of circumstances that are:
 - 6.7.1. non-academic;
 - 6.7.2. unexpected;
 - 6.7.3. serious and/or significantly disruptive;
 - 6.7.4. arising from matters beyond a student’s control;
 - 6.7.5. likely to have affected a student’s academic (including clinical) performance (or ability to attend) to an extent that is significant.

Supporting evidence

- 6.8. Evidence provided in support of an Extenuating Circumstances claim needs to be relevant and objective (for example, provided by an independent and reliable third party), and dating from the time the extenuating circumstance occurred. Acceptable evidence might include (for example) a:
- 6.8.1. letter from a GP or other medical professional;
 - 6.8.2. hospital appointment letter;
 - 6.8.3. statement from a counsellor;
 - 6.8.4. crime reference number;
 - 6.8.5. eviction notice;
 - 6.8.6. death certificate, funeral order of service or obituary;
 - 6.8.7. supporting letter from a personal tutor or course director describing the impact events have had on the student;
 - 6.8.8. letter or statement from Transport for London or other bus or train operator.
- 6.9. The above list is not exhaustive and the University will be flexible about the evidence it is willing to accept and in considering how the extenuating circumstances have impacted on a student's performance.

7. Extenuating circumstances decisions making process

- 7.1. The Student Engagement Team meets regularly to consider Extenuating Circumstances claims and the remit of the team is to ensure consistency of treatment of claims, provide a forum in which the confidentiality of extenuating circumstances claims can be maintained and direct Exam Boards as to the validity of claims.
- 7.2. Once a student has submitted their claim this will be reviewed within 10 working days.
- 7.3. Where no evidence has been provided the student will be contacted and asked to submit this and given two weeks to do so, or by the date of the Exam Board whichever is furthest. Claims processing may be delayed if claims are submitted with missing or incomplete evidence.
- 7.4. The claim will be considered by the Student Engagement Team based on the information and supporting evidence provided in the Extenuating Circumstances claim form. This initial decision will confirm if the claim has been supported (approved) or rejected and will be recorded using the following terminology as appropriate:
- 7.4.1. **'claim supported'**: if the Team has concluded that the claim meets the requirements and is supported by evidence,
 - 7.4.2. **'claim acknowledged and pending, evidence to follow'**: if the Team has accepted the claim and the evidence is to be provided by a set deadline;

- 7.4.3. **'claim pending'** where the claim is being held until the Team next meets to make a decision on pending claims;
 - 7.4.4. **'claim rejected'**: if the Team has concluded that the claim or the evidence (including the self-certificate) provided does not meet the requirements. The Team must give reasons for rejecting the claim on this basis;
 - 7.4.5. **'claim withdrawn'** If the student withdraws the request for the claim.
- 7.5. This list is not exhaustive but will help the student understand the type of terminology used in the process.

Timings

- 7.6. The University sets cut off dates for the submission of Extenuating Circumstances claims ahead of the Exam Boards and this is visible to students. ([Key dates | London South Bank University \(lsbu.ac.uk\)](https://www.lsbu.ac.uk/student-life/practical-information/key-dates) - <https://www.lsbu.ac.uk/student-life/practical-information/key-dates>).
- 7.7. Where the claim has been submitted by the date with evidence then every effort will be made to make decisions ahead of the Board.
- 7.8. If a student has submitted a claim and provided the supporting evidence at a later date (but within the set deadline) a decision will be made in relation to the claim and directed to the relevant and next available Exam Board.
- 7.9. If a student has submitted evidence of extenuating circumstances within the deadline set by the Student Engagement Team, but not before the cut off and therefore not in time for the meeting of the relevant Exam Board, the Board will consider the marks without the supported extenuating circumstances.
 - 7.9.1. Once the Extenuating Circumstances claim has been processed (and supported) steps will be taken to re-review any marks/outcomes and considered by the Exam Board.
 - 7.9.2. Every effort will be made to process the claim, but submitting claims close to the Exam Boards may result in a delay in the release of the student's result.
- 7.10. The Head of Student Administration or nominee will be responsible for ensuring that the decision on a claim for extenuating circumstances and/or a request for additional evidence is communicated in writing within 10 working days. They will also be responsible for ensuring any supported claims are flagged onto the Student Record System. Where a supported claim needs to wait for the final Board (where progression/awards are reviewed) the Head of Student Administration or nominee will be responsible for ensuring that details of what the outcome was is communicated to students within 10 working days of the release of results.

- 7.11. Exam Boards will only consider acting on the basis of extenuating circumstances if they have been presented in accordance with this procedure.

8. Extenuating circumstances outcomes

- 8.1. All supported (approved) Extenuating Circumstances claims will be considered by an extenuating circumstances panel in a timely manner, but most will need to be considered in line with Exam Boards at the award and/or progression point for the course. This panel will be led by the Head of Student Administration (or their nominee) and include members of the Student Engagement Team, academic colleagues and a member of Student Administration.
- 8.2. Where an Extenuating Circumstance claim has been supported a discussion will take place to determine an appropriate mitigation, these decisions will take into account:
- 8.2.1. the type of assessment,
 - 8.2.2. whether the claim relates to a main or resit assessment period,
 - 8.2.3. the seriousness/significant nature of the extenuating circumstances,
 - 8.2.4. the repeated nature of the Extenuating Circumstances claim,
 - 8.2.5. other support services accessed (at the University or otherwise), and the possible impact,
 - 8.2.6. the impact of PSRB and UKVI regulatory requirements.
- 8.3. The panel will consider the mitigation that is most appropriate on a case by case basis and will operate a no-detriment approach to any decisions.
- 8.4. It is possible that no appropriate mitigation and outcome is found, so no change will be made despite the Extenuating Circumstances claim having been “supported”.
- 8.5. **As per the Assessment and Examination Procedure 24/25 all resit opportunities will be uncapped/deferred, this is not an outcome of an Extenuating Circumstances claim.** ([Policies and procedures | London South Bank University \(lsbu.ac.uk\)](https://www.lsbu.ac.uk/policies-procedures))
- 8.6. If an Extenuating Circumstances claim is for an assessment where a student has been found to have committed academic misconduct, any penalty imposed for the academic misconduct (e.g. a capped mark) will also apply to the resit or resubmission, including any attempts at the same assessment in subsequent academic years.
- 8.7. If a course has additional professional, statutory and regulatory body requirements, decisions at this stage will be made ensuring that no regulations are breached.
- 8.8. For visa sponsored students there are specific Home Office requirements related to the number of attempts that are permitted for an assessment. The Extenuating Circumstances Procedure does not override this, and so even if

students have a valid Extenuating Circumstances claim they may not be permitted a further attempt at the assessment. Further information on this can be found in the [Student Sponsorship and the issuing of Confirmation of Acceptance for Studies \(CAS\) Policy](#).

9. Support for students

- 9.1. Students are encouraged to seek advice and support regarding this procedure from the LSBU Student Services and LSBU Students' Union Advisory Service.
- 9.2. The University will make reasonable adjustments to this procedure where it is reasonable to do so to prevent students from suffering substantial disadvantage as a result of any disability.
- 9.3. If any request for extenuating circumstances includes information that could indicate a disability, Specific Learning Difficulty or long-term medical or health condition, including mental health, students will be referred to the Disabilities and Dyslexia Service unless they indicate that they do not wish this to happen.
- 9.4. By submitting the online extenuating circumstances form students are consenting to appropriate and confidential referrals to other support services. Explicit notification in the comments box needs to be made that the student does not consent to any onward referrals.
- 9.5. Where an Extenuating Circumstances claim and/or a series of claims raises serious concerns about a student's ability to continue on their programme this may lead to a referral under the Fitness to Study Procedure or (for students on professionally accredited courses) the Fitness to Practise Procedure. The Fitness to Study Procedure is a supportive process intended to ensure that the University is able to put the right support in place for students who are experiencing difficulties.
- 9.6. Further details of support services offered by the University are set out at Appendix A.
- 9.7. If a student disagrees with the decision outcome of an Extenuating Circumstance claim, they can submit a review of that decision to the Head of Student Administration.
- 9.8. A student can request this review after the initial review decision to "support" or "reject" has taken place by the Student Engagement Team. Alternatively, where the Extenuating Circumstance claim was supported but a decision regarding the outcome needed to be postponed until an Exam Board, a student could request a review relating to the decision after the student has been informed of this outcome. Please see section 11 for further details.

10. Time Limits

- 10.1. The timescales set out in this procedure require students to engage with the Extenuating Circumstances procedure and meet all of the University's stipulated deadlines for submission of claims and provide supporting evidence. Extenuating Circumstances claims submitted after the published deadline date may not be assessed and will need to evidence reasons why it was not possible to submit an 'on-time' claim.
- 10.2. There may be cases where, for good reason(s), the University will need to extend the timeframe for dealing with Extenuating Circumstances claims. When this is the case, students will be contacted to explain the delay and set a new deadline for the response submission.

Early and late submission of claims

- 10.3. Claims for extenuating circumstances can only be submitted a maximum of 28 days in advance of the stated deadline on the system.
- 10.4. The University may in exceptional circumstances accept Extenuating Circumstances claims after an advertised deadline has passed, given that the nature of some extenuating circumstances may prevent students from submitting a claim before a deadline has passed.
- 10.5. If students want to submit an Extenuating Circumstances claim after a deadline or exam date has passed, they are required to explain why they were unable to submit their claim before the deadline. The University will exercise discretion in supporting late Extenuating Circumstances claims where there is good and clear reason for late submission. The University will also act reasonably in exercising its discretion when determining what constitutes "a good and clear reason".
- 10.6. When submitting late claims for extenuating circumstances, there will be a two-stage process for reviewing and accepting these claims.
 - 10.6.1. Late ECs must be submitted with evidence and information as to why the claim could not be submitted prior to the exam/published deadline.
 - 10.6.2. The reason for late submission will be assessed by the Student Engagement Team prior to the review of the Extenuating Circumstances claim. If the late claim is approved the claim will be assessed as per the normal procedure. If a claim is not submitted with information as to why the claim is late it will not be assessed.
 - 10.6.3. The University will determine whether the period that has passed since the deadline is commensurate with the reasons offered for the late claim submission.

10.6.4. If the late claim submission is approved, students will then be invited to provide information and evidence for their extenuating circumstances for consideration in line with procedures set out in this policy.

10.6.5. Where a late claim submission request is allowed and new information and evidence is provided, this will be considered as per the normal procedures, **but it is important to note that the approval of a late submitted Extenuating Circumstances claim may not change the academic decision of the Exam Board.**

10.7. The Student Engagement Team will liaise with the School to advise of an approved late extenuating circumstance request and ask for confirmation of any Exam Board decisions relating to this. Both the decision relating to the late claim submission and the Exam Board will be communicated to the student at the same time.

10.8. If a claim is not accepted for being out of time, the student will be sent a Completion of Procedures letter within 28 days that will explain the reason for rejection.

Continuation of/Return to Study

10.9. If an Extenuating Circumstances claim submitted after the advertised deadline is accepted under this procedure, students need to be aware that there may be implications for their continuation and/or return to study, as all factors, including their academic success and ability, as well as class time missed and the availability of practice placements, will be taken into account. Students may be asked to repeat a year and/or interrupt and wait for the next available opportunity to re-enrol.

Examples of claims submitted after the deadline

1. A student submits an Extenuating Circumstances claim six weeks after a deadline. The reason given for the late submission is that they were unwell at the time of the deadline, and evidence is submitted from their GP stating that they had been unwell for one week at the time of the deadline. **This claim is rejected.**

Why? Although the evidence provided by the GP demonstrates that the student had indeed been unwell at the time of the deadline, the student has not provided any justification as to why they did not submit their claim shortly after recovering from their illness.

2. A student submits an Extenuating Circumstances claim 3 weeks after a deadline. The reason given for late submission is they were hospitalised for two weeks at the time of the deadline, and evidence is submitted from their GP confirming this. **This claim is supported.**

Why? The student has provided evidence showing that they were unwell at the time of the deadline, and also shows that they may have had difficulty submitting their claim due to being in hospital. The student also submitted their claim shortly after leaving hospital, once they were able to do so.

3. A student submits an Extenuating Circumstances claim 1 week after the results release following an Exam Board. The reason given is that they were unwell during part of the previous semester and this resulted in a poor grade within their final exam and the evidence provided covers the time of the exam. **This claim was accepted but no change in marks was made.**

Why? The student provided evidence and it has been accepted, however the module was failed overall, the examination mark could be amended to uncapped, but this would not result in a passed module. So there was no further action that could be taken.

11. Review

- 11.1. If a student is dissatisfied with the Extenuating Circumstances decision they have 10 working days, from the date of the decision, to request a Review of that decision by submitting a request through MyAccount.
- 11.2. This could be 10 days from the decision to support (approve) or reject the claim.
- 11.3. Alternatively, where a claim was supported and needed to wait for the pre Exam Board panel, students could ask for a review 10 days from the notification of outcome(s).
- 11.4. If they are unable to submit a request through MyAccount, by exception, they should send their request via email to ecsreview@lsbu.ac.uk stating

“Extenuating Circumstances Review Request”, with their full name and student number in the subject section of the email. The Team will normally acknowledge these requests within 5 working days of receiving it.

11.5. A request for a Review will be granted on limited grounds, namely:

- (i) there was a procedural irregularity at the formal stage (e.g. there was a material failure by the University to follow the Extenuating Circumstances Procedure, clear reasons were not provided for the decision, or there is evidence of bias);
- (ii) the outcome was not reasonable in all the circumstances (i.e. no reasonable decision-maker, properly directing him/her/itself and taking into account the relevant facts, could have reached that decision);
- (iii) new material evidence is available which the student was unable, for valid reasons, to provide earlier in the process.

11.6. Students should set out their concerns clearly and succinctly and provide evidence in support (where possible). They must explain how their request for a Review falls within one or more of the grounds set out above in section 11.5.

11.7. The Head of Student Administration or nominee will make a decision as to whether the request for a Review is based on the permitted grounds and hence eligible to be considered, and will normally notify the student within 5 working days of receiving the request if it has met the criteria set out in section 11.5.

11.8. If it is believed that the grounds are not satisfied, the student will be informed of the decision to reject the request for a Review and a Completion of Procedures letter (“COP”) will be issued to the student (see paragraph 12.1 below for further information).

11.9. If it is believed that one or more of the grounds for Review (set out at paragraph 11.5) have been satisfied, then the case will be reviewed by the Head of Administration or nominee. They will review all information collated from the original decision, together with any new evidence presented to make a decision. In some circumstances they may contact the student and/or anyone else involved in the matter if they consider it necessary.

11.10. There could be several outcomes of the Review, as determined by the Head of Student Administration.

11.10.1. Where a claim was submitted in line with section 11.5 (i) and (ii) the Head of Student Administration could:

- either uphold the outcome made by the Extenuating Circumstances Decision:
- or make a different finding which overturns the outcome.

11.10.2. Where a claim was submitted in line with section 11.5 (iii) the Head of Student Administration could either:

- support the claim and allow a late submission for an uncapped mark or an uncapped resit opportunity at the next available opportunity;
- support the claim, due to academic/regulatory reasons, no change will be made to the original decision/ mark made by the Exam Boards; or
- reject the claim and no changes be made to the marks.

11.11. The decision taken at the Review stage is final. The final decision of the Review will be communicated to the student in writing, with reasons, usually within 28 days from the Review request being accepted.

11.12. If the outcome of the Review is favourable, the student can request the University to provide them with a COP within 28 days of the date of the outcome letter. Where such a request is made, a COP will be provided within 14 days of the request.

11.13. If the outcome of the Review is unfavourable, a COP will be sent to the student automatically within 28 days of the decision letter being issued.

11.14. All COP letters for unfavourable decisions will be discussed with the PVC Academic Framework during a termly review process.

12. Independent external review

12.1. If a student is not satisfied with the outcome of this process, they may make a complaint to the Office of the Independent Adjudicator for Higher Education provided they have been issued with a COP. That letter will explain how students can submit a complaint and the deadline for doing so is 12 months from the date of the letter.

13. Records

13.1. A copy of Extenuating Circumstances claim(s) and supporting documents will be retained until after students have completed their programme.

14. Use of data

14.1. The University will collect data on Extenuating Circumstances claims at each stage of this procedure and any complaint submitted by students to any regulators (including the OIA), and use the data:

- 14.1.1. internally for reporting, evaluation, learning and training; and

- 14.1.2. externally for discussion with regulators in the higher education sector.
 - 14.1.3. The data used by the University for the purposes set out in paragraphs 14.1.1 and 14.1.2 will be anonymised.
- 14.2. Personal data and sensitive personal data ('Personal Data') as defined by the General Data Protection Regulation ("GDPR") (i.e. any information relating to an identified or identifiable living person) and obtained in the course of dealing with Extenuating Circumstances claims may be disclosed to the University's members of staff and regulators for the purpose of dealing with students Extenuating Circumstances claims, a complaint arising out of it and/or implementing any recommendations. We may use this information to identify support or services relevant to a student. Personal data will not be shared with any other third parties unless the University has the students express consent, has a statutory obligation to do so, or is otherwise permitted to do so under the GDPR or the Data Protection Act 2018.
- 14.3. The University's Privacy Notice for Applicants and Students can be found at: https://www.lsbu.ac.uk/__data/assets/pdf_file/0007/127915/applicants-students-privacy-notice.pdf

15. Appendix A: Support for students

You are encouraged to seek advice and support regarding this procedure from South Bank Students' Union located in the Student Centre

Student Union's Advice Team: 020 7815 6060 / hello@lsbsu.org / [Your Support \(southbanksu.com\)](http://southbanksu.com)

Health and Wellbeing Team: 020 7815 6454 / studentwellbeing@lsbu.ac.uk / [Health and wellbeing | London South Bank University \(lsbu.ac.uk\)](http://lsbu.ac.uk/health-and-wellbeing)

Disability & Dyslexia Support: 020 7815 6454 / disability@lsbu.ac.uk

Student Advice: Money 020 7815 6454 / studentlife@lsbu.ac.uk
[Student money advice | London South Bank University \(lsbu.ac.uk\)](http://lsbu.ac.uk/student-money-advice)

Student Assistance Programme: 0800 028 3766* 24/7

You can also contact these and many other teams via My Account

My Account: [Login - LSBU MyAccount](#)

Support Services: <http://myaccount.lsbu.ac.uk/s/my-support>

Attendance: <http://myaccount.lsbu.ac.uk/s/my-attendance>

Extenuating Circumstance: <http://myaccount.lsbu.ac.uk/s/extenuating-circumstances>

Appendix B:

Extenuating Circumstances Notification Form

(only for use by students who cannot access MyAccount)

Part A: Personal Details

| | |
|----------------------|--|
| Student ID* | |
| First Name(s) | |
| Surname | |
| LSBU Email | |
| Telephone Number | |
| Course Name | |
| School and Division | |
| DATE CLAIM SUBMITTED | |

*Please note that we are unable to process claims which do not include a valid LSBU student ID number

Part B: Assessment Details

Please list the examinations/assignments for which you wish to make a claim under this procedure (you must specify the precise modules and assessments to which your claim relates). If you are claiming for more than three assessments, please duplicate the table, below, or submit another form.

| | |
|-------------------------------------|-------------------|
| Module Title | |
| Assessment Name (e.g. Lab Report 1) | |
| Assessment Type | Coursework / Exam |
| Assessment Deadline | |

| | |
|-------------------------------------|-------------------|
| Module Title | |
| Assessment Name (e.g. Lab Report 1) | |
| Assessment Type | Coursework / Exam |
| Assessment Deadline | |

| | |
|-------------------------------------|-------------------|
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If you are making an extenuating circumstances claim, please complete Part C and complete the Declaration in Part D and submit the form.

Part C: Extenuating Circumstances

Do your extenuating circumstances relate to:

- Serious personal illness**
- Death or serious illness of a member of your immediate family or another person with whom you had a close relationship**
- Serious event preventing your attendance at an examination**
- Other (please describe in the space, below)**

Please describe the specific circumstances and how they affected your performance in the examination(s) or assessment(s):

Please ensure that you attach the relevant supporting information (see section 6 of the Late Submission and Extenuating Circumstances Notification Procedure). If you are unable to provide supporting evidence, please explain why, below. If you need additional time to obtain evidence, please submit this form now, and tell us in the space below when you will be able to obtain this evidence.

Part D: Declaration

I declare that:

- The information I have given on this form and in the attached documents is true**
- By ticking here you are confirming that all the above details are correct and you wish to submit the claim outlined in this document for consideration by the University**

For correspondence regarding this form, please email: extenuating-circumstances@lsbu.ac.uk

Data Protection Statement

Personal data collected on this form will only be used for the purpose of administering the Extenuating Circumstances Procedure or to identify support or services relevant to you. For further information see the Extenuating Circumstances Procedure and the Applicants and Students Privacy Notice:

<https://www.lsbu.ac.uk/data/assets/pdf/file/0007/127915/applicants-students-privacy-notice.pdf>